

Immediate Action Expectation Reporting
Geographic Dental Managed Care - Sacramento
November 2012 Stakeholder Meeting Report

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Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Western Dental Plan

Next Reporting Due Date

November 2012 Immediate Action Reporting DUE Dec 5, 2012
October 2012 Utilization Reporting DUE Dec 20, 2012

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

Beneficiary Letter Campaign - October	Access		Health Net		LIBERTY		Western	
Total calls received referencing letter/flyer	71		17		25		8	
Appointments Set	9		0		0		0	
Other Information Given/Questions Answered	62		0		23		0	
Grievances/Complaints Received	0		17		0		0	
Total number of undeliverable mail	1,704	7%	2,068	10%	1,770	7%	507	1%
Total number mailed	25,147		19,972		25,791		56,913	

NOTES:

Access - Mailing of Plan Brochure completed 6-28-2012

Health Net - Mailing of Plan Brochure 7-6-2012

LIBERTY - Mailing of Plan Brochure 7-6-2012

Western - Mailing of Plan Brochure 6-22-2012

Report is a roll-up of data since the beginning of the Beneficiary Letter Campaign.If a section is marked n/a it means the plans did not capture information during the reporting period.*November data is due to DHCS 12-5-12.**Updated with 11-5-12 plan data submissions.****JP Updated 11-19-2012***

TABLE 2

Outbound Call Campaign - October	Access		Health Net		*LIBERTY		Western	
# of Eligible (0-20) for month reporting	34,136		20,505		25,412		57,060	
# of Calls Made	15,496		14,833		16,338		38,691	
Wrong # and/or Phone # Out of Service	2,481	16.0%	2,203	14.9%	2,602	15.9%	1,596	4.1%
Appt Scheduled	1,596	10.3%	1,160	7.8%	1,160	7.1%	n/a	n/a
Left Msg	3,987	25.7%	7,404	49.9%	7,404	45.3%	24,263	62.7%
Member Declined	723	4.7%	1,896	12.8%	1,896	11.6%	n/a	n/a
Member Hung Up	2,883	18.6%	n/a	n/a	n/a	n/a	n/a	n/a
No Answer	605	3.9%	2,687	18.1%	3,276	20.1%	4,932	12.7%

LEGEND:

Initial call campaign is complete.

* LIBERTY #'s include CDS transitioned members.

If a section is marked n/a it means the plans did not capture information during the reporting period.

NOTES:

- All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.
- All Plans are going to continue with a call campaign.

Report is a roll-up of data since the beginning of the Outbound Call Campaign.

BEST PRACTICES:

- The Customer Service Representative (CSR) was able to provide focused/ one-on-one assistance for members who had concerns and needed appointments.
- CSRs were able to educate the members with small children regarding 1st birthday/1st tooth and the importance of the dental home.
- Bilingual representatives to make the calls.
- Making calls during the day, rather than after hours, was helpful when conducting 3-way calls to schedule appointments with dental offices.
- Developing scripts for the CSRs to follow when introducing the subject to the member.
- Following up with members, who were initially unavailable, helped to increase utilization.

November data is due to DHCS 12-5-12.

Updated with 11-5-12 plan data submissions.

JP Updated 11-19-2012

TABLE 3

Pay for Performance Summary - September	Access	HealthNet	LIBERTY	Western
Total Provider Offices:	22	25	32	23
# of Provider Offices 4.0% or Above:	13	16	23	4
% of Total Provider Offices:	59.0%	64.0%	71.9%	17.4%
# of Providers between 3.33% - 4.0%	2	0	0	5
% of Total Providers	9.0%	0.0%	0.0%	22.0%
# of Provider Offices Below 3.33%:	7	9	9	14
% of Total Provider Offices:	32.0%	36.0%	28.1%	60.9%
# of Provider Offices on Corrective Action Plan:	0	8	9	2
# of Provider Offices Under Review:	6	3	1	7
# of Provider Offices w/closed enrollment:	0	1	5	5
# of Provider Offices w/reinstated enrollment:	0	0	0	5

NOTES:

Percentages (%) are stand alone monthly utilization percentages.

October data is due to DHCS 12-5-12.

JP Updated as of 11-20-12

Updated with 11-20-12 plan data submissions.

% of Provider Offices at 4% Utilization or Above				
Month	GMC Dental Plans			
	Access	Health Net	LIBERTY	Western
Jan	77%	50%	58%	62%
Feb	69%	52%	57%	43%
Mar	85%	61%	57%	43%
Apr	85%	83%	70%	62%
May	77%	60%	69%	18%
Jun	62%	87%	97%	23%
Jul	57%	57%	66%	52%
Aug	81%	65%	71%	61%
Sep	59%	64%	72%	17%

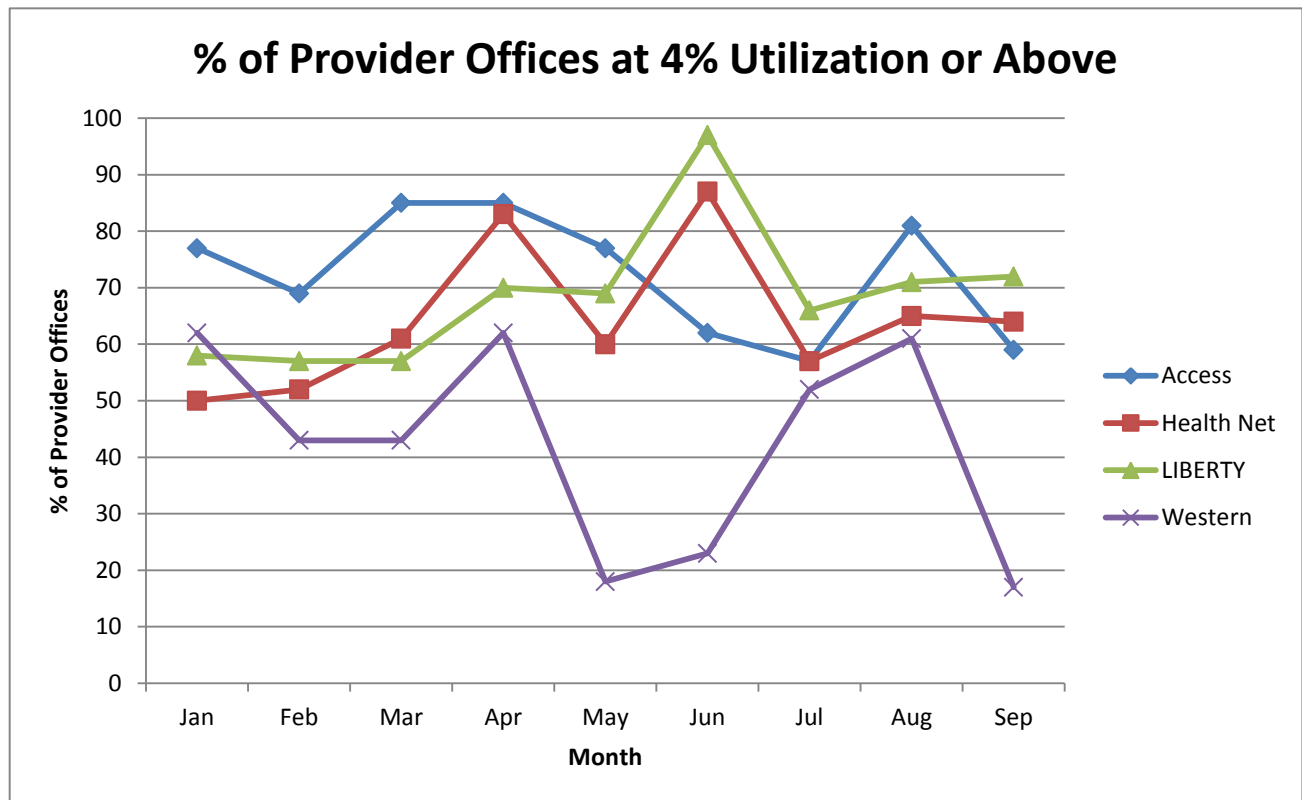


TABLE 4

Provider & Specialist Enrollment - October	Access	HealthNet	LIBERTY	Western
Total # of General Providers Enrolled:	53	44	63	104
New General Providers Enrolled:	5	5	5	1
Total General Providers Disenrolled:	0	1	1	0
Total # of Specialists Enrolled:	21	9	9	83
New Specialists Enrolled:	0	0	0	0
Total # of Specialist Disenrolled:	0	0	0	0

November data is due to DHCS 12-5-2012.
Updated with 11-5-12 plan data submissions.

JP updated as of 11-19-2012

TABLE 5

Provider Education - October	Access	Health Net	LIBERTY	Western
# Of Providers Educated	18	47	47	36
Provider Concerns	Providers are still concerned with the number of appointment no shows, however, they are beginning to learn how to monitor the trends and adjust scheduling practices to deal with the number of no show appointments.	No shows, Corrective Action Plan reduction, additional documentation required for 9310 for FRADS patients, questions regarding impact of Healthy Families transitioning into Medi-Cal.	No shows, Corrective Action Plan reduction, additional documentation required for 9310 for FRADS patients, questions regarding impact of Healthy Families transitioning into Medi-Cal.	Providers are concerned about compensation, potential loss of membership, and the transition of Healthy Families Program children to Medi-Cal.
Educational Materials and Education Strategy	Appointment accessibility was reviewed, overall GMC no show appointment percentage, wait time in the office and operator were reviewed, call campaign and member follow up (reschedule/no shows), reviewed and discussed importance of Encounter submission possibly on a weekly basis, new office orientations and review of Access Dental Plan GMC policies and procedures.	When there are updates that apply to all offices, Health Net keeps providers well informed by including specific articles in newsletters, fax blasts or regular mailing. In addition, Health Net's Network Managers schedule on-site visits (or sweeps) when there are specific topics that we need to emphasize such as increase in utilization, access, etc. If an office has a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	When there are updates that apply to all offices, LIBERTY keeps providers well informed by including specific articles in newsletters, fax blasts or regular mailing. In addition, LIBERTY's Network Managers schedule on-site visits (or sweeps) when there are specific topics that we need to emphasize such as increase in utilization, access, etc. If an office has a specific issue or concern, our Network Managers will reach out to the office to further educate or counsel office if applicable.	New compensation arrangements effective January 1, 2013. The Healthy Families Program transition to Medi-Cal.

LEGEND:*n/a - did not capture information during reported period**November data is due to DHCS 12-5-12**Updated with 11-5-12 plan data submissions.****JP Updated as of 11-19-12***

TABLE 6

FQHC Enrollment Tracking - October	Equivalent FT Providers	Access	Health Net	Liberty	Western
The Effort-Oak Park	6	Contracted	Contracted	Contracted	Contracted
The Effort-North Highlands	3	Contracted	Contracted	Contracted	Contracted
The Effort - South Valley**	n/a	Pending	Pending	Pending	Pending
Sacramento Community Clinic	1	Contracted	Contracted	Contracted	Contracted*
Native American Health Clinic	n/a	Reached out	Not contracted	Not contracted	Reached out

LEGEND:

* Sacramento Community Clinic shows as Health & Life Organization

**The Effort - South Valley is waiting on Dental Care License. No updates on when the office will be officially open.

NOTES:

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

If a section is marked n/a it means the plans did not capture information during the reporting period.

REPORTING CHANGE REQUEST:

1) # of beneficiaries assigned to the FQHC and percentage of population served by plan.

2) Utilization by FQHC by Plan

3) # of DDS providing services in FQHC

November data is due to DHCS 12-5-12.

Updated with 11-5-12 plan data submissions.

JP updated as of 11-19-12

TABLE 7

Timely Access Report Summary - September		Access	HealthNet	LIBERTY	Western
Month Total Enrollee Count:		53,110	34,335	38,388	89,954
Month Total Under 21 Enrollee Count:		34,384	20,234	25,494	57,060
Month Total Over 21 Enrollee Count:		18,726	14,101	12,894	32,894
Avg # of Days to Schedule	Initial Appt:	13	11	11	7-14
	Avg # of Days to schedule Routine Appt:	13	11	11	7-14
	Avg # of Days to schedule Preventive Appt:	12	12	12	7-14
	Avg # of Days to schedule Emergency Appt:	1	1	1	1
% of No Show Appt:		35%	40%	40%	60%
Are Interpreter Services Available:		Yes	Yes	Yes	Yes
Answering Services Available:		Yes	Yes	Yes	Yes
Avg. Ratio of Member to Primary Care Dentist:		555	465	314	1,179
Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence:		279	250	262	177
# of Routine Authorizations Received (under 21)		23	284	302	103
% of Routine Authorizations Approved	Within 5 business days	100%	100%	100%	100%
	Within 10 business days	100%	100%	100%	100%
	Outside of 10 business days	0%	0%	0%	0%
Total Claims Received (under 21)		2,803	1,626	1,912	256
% Claims Paid	Within 90 days	100%	100%	100%	100%
	Outside of 90 days	0%	0%	0%	0%
Specialist Referrals for the Month (under 21)	Received:	74	252	275	195
	Approved:	50	232	249	176
	Denied (clinical):	2	2	5	12
	Denied (administrative):	22	18	21	1
	Completed:	22	189	195	189
	Expired:	7	9	22	34

LEGEND:

n/a means the plan did not capture this information during the reporting period

NOTES:

•Specialist Referrals expire after 90 days from date of issue with the exception of Western (45 days). There are always exceptions for extensions.

JP Updated as of 11-19-12

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TABLE 8

3rd Quarter Utilization	Access	HealthNet	LIBERTY	Western
Under 21				
Continuously Enrolled:	24,979	10,776	11,012	40,665
Unique Users:	10,603	3,871	4,278	13,472
Percentage:	42.45%	35.90%	38.80%	33.10%
Ages 6-10				
Continuously Enrolled:	5,862	1,086	747	10,490
Unique Users:	3,147	147	139	4,119
Percentage:	53.68%	13.50%	18.60%	39.30%
Ages 5 and under				
Continuously Enrolled:	5,866	2,814	2,009	10,695
Unique Users:	2,082	657	585	2,916
Percentage:	35.49%	23.40%	29.10%	27.30%
Ages 3 and Under				
Continuously Enrolled:	2,771	4,253	3,371	5,446
Unique Users:	622	1,357	1,238	830
Percentage:	22.45%	31.90%	36.70%	15.20%
Age 1 (1-under 2)				
Continuously Enrolled:	1,229	2,665	3,054	2,583
Unique Users:	187	1,165	1,390	303
Percentage:	15.22%	43.70%	45.50%	11.70%